



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diagnostic Tip: OnStar Vehicles with B101D and Symptom Codes

Models: 2011 - 2016 All GM Passenger Car and Light Duty Trucks with RPO UE1
(Except 2011-2013 Chevrolet Corvette, 2011-2012 Chevrolet Colorado, 2011-2012 GMC Canyon)
2006-2015 GM Passenger Cars and Trucks with Canada OnStar Upgrade (per latest version of bulletin 15-08-44-001) with RPO UE1

This PI was superseded to update Administrative Details. Please discard PIT5236F

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

Some customers may comment of various concerns, such as OnStar is inoperative, Navigation/GPS/Compass issues, and/or that the red LED is illuminated. Upon inspection, DTC B101D will be stored in the OnStar module with a related symptom code(s).

Recommendation/Instructions

Vehicles with Gen 10 OnStar System

Step 1: If 15086 is open in the Global Warranty Management system, complete it and evaluate OnStar operation before following this PI.

Step 2: Contact the GM TAC OnStar group with the following information (DO NOT clear the DTCs):

- a. OnStar Module Firmware Over-the-Air Version using GDS2.
- b. OnStar Module STID(OnStar Customer Identifier) located on the OnStar Module or in the related GDS2 Data List.
- c. The part number that is on the OnStar module.
- d. Have all Repair Order information ready, including the customer concern, VIN, mileage, DTCs stored, repair order number, etc.
- e. What is the OnStar LED status (Red, Green, Off, etc.)?
- f. Press the Blue OnStar Button and note the results.

If DTC B101D 3C is stored in history, document customer's complaint in detail:

- How long has this been going on?
- Whether customer was able to connect to OnStar or not ?
- If there was current GPS location on vehicle.
- Does the B101D-3C go current when attempting to call OnStar?

In some cases, GM TAC may also request photos, session logs, snapshots or additional information to assist in properly diagnosing the concern.

All Other OnStar Systems

Start by recording the OnStar LED status, along with results from an OnStar button press and OnStar hands-free calling for inbound and outbound calls.

If DTC B101D is set as CURRENT in the VCIM with any of the symptom codes listed below (except B101D 37), replace the OnStar module.

If DTC B101D 37 is stored as CURRENT or HISTORY, please refer to the latest version of PIC5492.

If DTC B101D 39, B101D 3C, or B101D F0 are stored in HISTORY, contact GM TAC with the customer concern, this PI number, and information from the

latest version of bulletin 03-08-46-004. DO NOT clear the DTCs at any point as the information in the module may be needed for root cause analysis.

If DTC B101D is set with a symptom code that is not listed below, or there is no symptom code at all, record a snapshot, session log, or picture of the DTC displayed on the screen and contact GM TAC with the customer concern, this PI number, and information from the latest version of bulletin 03-08-46-004. DO NOT clear the DTCs at any point as the information in the module may be needed for root cause analysis.

Symptom Codes Currently Supported by OnStar Module

DTC and Symptom Code	Description
B101D 00	Electronic Control Unit Hardware Malfunction
	(Only Supported on 2011 Chevrolet HHR and 2011 - 2012 Malibu)
B101D 31	Electronic Control Unit Hardware Internal Checksum Error
B101D 32	Electronic Control Unit Hardware General Memory Malfunction
B101D 37	Electronic Control Unit Hardware Software Malfunction
	(Only Sets in History)
B101D 38	Electronic Control Unit Hardware Supervision Software Malfunction
B101D 39	Electronic Control Unit Hardware Internal Communication Malfunction (Bluetooth with RPO UPF)
B101D 3C	Electronic Control Unit Hardware Internal Communication Malfunction (GPS)
B101D F0	Electronic Control Unit Hardware Internal Communication Malfunction (Phone)
B101D F2	Internal Communication Error WIFI
B101D F3	Internal Communication Error SIM

Parts Information

Refer to the Electronic Parts Catalog and/or Electronic Service Center Website for the appropriate OnStar Module part number based on the VIN.

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
3422790	Communication Interface Module Replacement	Use Published Labor Operation Time

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

Additional SI Keywords

31 32 38 F0

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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